



## **Libby Removal Action**

### **Written Comments from the Residential Relocation Evaluation Forms**

### **September 2002 through March 2006**

Survey prepared by Ekstrom in October 2002. Updated by Ekstrom in March, 2006  
(list of survey questions is provided at the end of this document)

#### **Written Comments from Evaluation Forms:**

"You did a wonderful job on containing the noticeable source of asbestos, but when will you be back to remove the rest of the asbestos from the house and well? I believe the asbestos has sifted down into the water supply, as inside of pump house is full of glittering asbestos from ceiling above. I thank you all for a job well done with the friendliness and courtesy you gave me." – Janice Ringsbye

"Everyone was wonderful and never could I find anything that was not done right. Thank you for a job well done". Barb Spencer

"Overall we were very happy with the whole process. The only thing I think we could complain about was the lack of communication. We were told we would be contacted every day about the progress and that didn't happen. We felt like we were left in the dark half of the time. Also, there was some lack of communication between the workers from the start to the end. We were very pleased with the workers who did all the restoration work. They were very friendly and met all of the needs we had or asked for. Thank you for being so flexible and doing such a good job. We are very pleased with the final outcome." Jeff and Raina Hoff

"We found Karen Berry to be very reliable and dependable. She was excellent about following through with her plans and relaying needed information to us, the homeowners. We were very pleased with the cleanup and are very happy to have the asbestos removed from our home. Thank you." Denny and Mary Iverson

"It's a stressful situation when one has to leave one's property in the hands of strangers. I am grateful it went as well as it did. Thank you." Virginia Bealieu

"We would appreciate receiving follow-up documentation written around the first paragraph of this evaluation. This certification to potential property buyers or renters would be helpful. Thank you. Your work and professionalism is greatly appreciated. I especially wish to thank Karen Berry. She kept me informed about the work and dates for completion. She provided me with written documentation and changes throughout the project." Ron Curtiss

"I would like to suggest that the supervisor or foreman (i.e. ER person directly responsible for overseeing the work done on home) in charge of a particular home introduce him/herself to the owners and state that he/she will be responsible for the detailed clean-up involving the home. This way, the owner has an idea of who the foreman is – plus helps to lower anxiety because the owner at least has one person he/she can relate to. When a large group of workers report to the home, the owner doesn't feel that any one (1) person will take ownership of the job. Introductions add a "personal" touch to the clean-up and lets the landowners know "I will take good care of your home!" P.S. I am very pleased with the outcome of my home – but if I had known that there was one or two special "overseers", it would have made me more at ease during the cleanup." Lynn Alford

"Haven't been reimbursed yet. Did not know if neighbors were informed or not. A neighbor did stop by and say she was glad for the extra security – the pm guards." Tina Brewer

"We heard a flyer went out to the neighbors but haven't talked to any of them personally". Diane Bennett

"Each crew did an excellent job with their assigned tasks. I have no complaints. This home is a safer place to live now." Jim Allen

"Thank you." Dennis and Ray Reisman

"Sorry this is slow in return. Your guys did a great job." Everett Nelson

"As of today (5/27/2003) they have not did the clean-up work in my yard and grounds. They just did the house and shop and garage." Joe Duffield

"I was told in the relocation packet that I would be contacted on a daily basis. This would have been nice. I was told no items would be thrown away and some were. I wasn't told they would dump items I had spent time packing into boxes to make it easier to move the box out of the box. These items were not put back in easy to find places, so I had to hunt for things. I did not appreciate my glasses being (indecipherable) and my software given to me so I could sell my books back." Beth Lee

"We are very pleased with the job EPA and Karen Berry have done to meet our needs on our Libby property. It looks better than ever and we appreciate your efforts. We also appreciate all you have done to clean up Libby." Denny and Mary Iverson

"I'll try to answer the above questions here. I find the number questionnaires too cumbersome to answer and I don't like them at all. I was treated real fairly, I feel, on this matter and have no complaints at all, especially the CDM program lady who took care of it all. She was a real professional at her job and everything was done to my satisfaction." Clarence Johnson

"Plants that had to be removed were well taken care of – but put back in the wrong spots. Some kind of coding system might help. I'm not upset, though. We should have been informed what on what in interior needed to be painted for touch up instead of discovering on our own. But, overall, it was a painless 2 weeks." Barb Sweeney

"Suggestion – Take some time before removal to walk through the property and label plants to be saved. Also, if the homeowner and contractors (restoration specialists) could plan the restoration and landscaping ahead of time, it would save time and money, especially if there are changes to be made. I appreciate all that was done. It increased the value of my property. I am humbled over the amount of work and monies involved. I thank you. The workers were very accommodating and willing to be helpful. They made it less traumatic for me. Thank you again." Virginia Beaulieu

"Thank you for your work! :o) " Marissa Boulware/Kootenai Valley Christian School

"Thank you! You were wonderful and job done were pros!" Janice Ringsbye

"I was spoiled by the restoration crew workers, etc. They went beyond their call of duty. No complaints. I have visited with several families that are getting ready to go through the same as I have. I have invited many to my property to see for themselves. I know without a doubt I have certainly lessened the worries and fears they had – the fears and worries I experienced myself. As a County employee of 20 years, I was asked to a meeting in the County Commission office about the clean up. Totally thumbs up for the way I was treated. I also invited them to my property for a viewing. Let them judge for themselves. I commend them all (EPA, ER, CDM). Thank you for this opportunity to share and express my being thankful to a wonderful crew." Jeannie Dennie

"Thank you. The staff and crew I dealt with were excellent!!" Toni DePue

"The workers were very polite and helpful". Lona McCullum

"They were all good workers." Anonymous

"A great job – well done! The people were all very friendly." Millie Dutton

"The top soil isn't as nice as what we had. Everything else was fine." Anonymous

"Karen Berry was just super. Handled everything very professional." Dan Winkler

"Thank you so much to your quick clean up of our front playground! We were impressed with how hard you worked to get it done before school started! Thank you. :o) Thank you too for helping us work through the concerns of the St. John Lutheran Church leadership. You handled yourself in a very professional manner and it was my pleasure to work with you." Marissa Boulware/Kootenai Valley Christian School

"I wasn't living in the house at the time of the restoration so don't know about the contractors, etc. but guess they were capable – health and safety precautions – got it done." Anonymous

"Thank You!" Kris Jeresek (SP?)

"The yard work was great, but what happened to doing the inside? At first we were told it would be done, but then we seemed to have been forgotten about? So, when will this be done?" Scott and Ann Burshia

"As my responses above show, my wife and I are very pleased with the way we were treated by CDM throughout this process. CDM was reasonable and flexible. Our situation was somewhat unique – our garage had been destroyed by fire and we needed to reside the exterior of our house. CDM worked with us to address our unique situation, rather than using a "one size fits all approach." There were a couple of minor problems we encountered when we moved back into the house, but considering the scope and complexity of the job, such things must be expected. All things considered, we are extremely satisfied with the way we were treated and with the quality of CDM's work." Can't read name (looks like MI Page?)

"I've been out of state but I'm happy it's restored." Anonymous

"I was satisfied with everything except that they didn't remove all of carpets in living room and 1 bedroom and they were the carpets with the asbestos in them and under them. Also, I was not happy with cleaning in house. They just threw everything into boxes and didn't put back where they belonged. For the wages they get for cleaning you'd think they could have done better. My garage was done a lot better. I was very happy with Karen Berry. She was great." Anonymous

"We feel very satisfied with all work performed. We want to thank all involved. The security folks did a fine job. Mr. C Jackson and crew did an outstanding job. EPA and other representatives were fir the most part prompt, courteous, and informative. We made many "friends" during this process. Happy New Year" Harley Eisner and Janice Savage

"Karen Berry was a pleasant person to have as the coordinator. She answered all my questions and concerns efficiently" – Roberta Profitt

"We were well informed. But Tommy Cook was great doing that without being asked. Believe the inside house was done while yard and under house is still in question. Don't feel the yard dirt fill is good. It sinks. They need more training on how to do a good job (materials). Silt never works. Need to get dirt and tamp down." – Anonymous

"We were talked to about moving out 4 times before it finally happened. Most of my plants were >80% frozen – lots of items were damaged from the bag up process. Cleaners had to be recalled to complete tasks. We were promised mileage from our temporary housing to work, then told we did not get it. Some things went into bags from contaminated rooms that I feel should have been replaced." – Anonymous

"I had heard so many horrible stories about other jobs. So, I was worried about having my home done. The minor things that did happen – the electric out in one bathroom, the flooded tub, and the one outlet that still doesn't work, were just that – MINOR. No problems – I say you did a fabulous job and I am so happy I had you folks do the job. Thank you!!" – Linda Kay Younger

"The CIC assigned to my property (I think her name was Karen) was knowledgeable, friendly, and professional. She did a great job" – Scott Slauson

"Thank you all so much for cleaning up our property and our garage. It is a blessing not to worry about it in our home. You are doing great things for our community. We all thank you. Keep up the Great work." Herb Shuck

"Excellent job. Thank you." – James L. Wilkins

"Very pleased." – John L. Krangler?

"Very good job." – Ralph Taylor

"Jessica Tonner was a great help in informing me of what was going to happen, not to mention very pretty and polite to talk to. I think she does her job very well. Thank you Jessica." – Ron Perez

"I appreciate all the work that the EPA has done. They were all very nice to me and very considerate to me also. I was treated with respect by all of the EPA workers. Thank you all very much" – Myrtle Zepella

"We were pleased on how soon the cleanup was done so the roof could be rebuilt from the tree that fell on it." – Anonymous

"Our cleanup couldn't have been handled any better!!" – Anonymous

"Cleanup very good. Took great care of our cat." – Anonymous

"EPA did a good job on pump house. No complaints. Thanks. – Robert Barnes

"Clean-up was good and professional. Being out of our home for the clean-up was hard, but all accommodations and help was excellent. Really appreciate the help." – Anonymous

"Our representative, Jessica, was absolutely wonderful to us. All the workers were great!" – Nan Bragg

"The dirt replaced was poor top soil, full of weeds. The gravel was poor quality and not sloped as originally. Some metal was damaged on boards bordering garden. – Anonymous

"I feel Kim Fox did an excellent job and did her best to take care of any problems I had. I believe more work is done in places than necessary." – Verna Welch

"Wasn't comfortable with security. Didn't see him here." – Anonymous

"My dissatisfaction is my lawn and flowerbeds. Grass is lumpy and I am not comfortable walking on it. The dirt used in flowerbeds is mostly clay and needs more water than I previously used." – Vieona Harna

"Everyone we had contact with was just excellent to work with – a special thanks to Karen Berry!" – Les Stewart

"Poor soil in flowerbeds" – Carmen Miller

"CIC Amy was one of the nicest ladies I ever had the opportunity to meet. She made the experience pleasant. I find it hard to express how pleased I was with the EPA contractors and Amy Picunas. Thank you." – Tracy and Melody Wright

"I am very glad that the EPA got the asbestos out of my house. I appreciate their work very much and I thank all of you for your work." – Myrtle Zepeda

"There was a time delay in getting fill dirt, but there will always be some unforeseen problems. These were solved and all work completed in fine shape." – John Sauer

"My plants were not adequately watered (some of them)" – Vicky Lawrence

"I am very pleased with the cleanup of my property. The workers were all very professional and they kept me informed at all times. The garage ramp and the steps to my deck were put back perfectly and the sod that was put down looks great! Thank you very much." – Billy Nadine Ritter

"I feel like they put out a good effort to do a good job. Maybe around existing trees they might be a little more careful, but I feel they tried to do a pretty good job. I also feel they could water after they are done for a couple of weeks anyway. That would be very helpful and would give everything a better start. Thank you for everything." Harlan Halverson

"Two items of concern to us. We traveled to Billings and Choteau to stay with our daughters and bird hunt and were lead to believe we'd be reimbursed mileage to and from for that point. Apparently, permission was never requested or granted and were told on the return that we'd get nothing, possible just actual gas (if receipts were available). Had been told prior that no receipts needed, so paid cash, as is our habit (gas wasn't at its highest and we kept written records of our own and totaled \$98). OK – accepted it grudgingly. When we went to do laundry (on our return) and opened door to laundry chute, big pile of vermiculite there! Much later determined to have fallen from attic to basement along air vent pipe (I vacuumed up myself with shop vac and threw away bag – needed to do the laundry and couldn't wait a week for the HEPA filter vac). Therefore, for a short time, our property was in worse condition than before. In future cleanups, better inspection is needed if a vent pipe goes to the basement area, as ours did." Chuck and Peggy Brooks

"The work done on my property was great. The job has made my whole place look better. Thank you so much for the great work that was done." - Anne Burshia

### **Comments sent separately to field office for follow up**

"The slope of the land was not returned to its original state. Replacement of the storage shed not comparable to value of original". Rod Tempel - *notified Schroeder for follow up*

"I am amazed that it took so many personnel to do so little work. The sod which was laid, was laid in excavation which was inadequately back filled. This resulted in the owner having to roll up one third of the sod and apply 10 wheel-barrow loads of dirt to fill the low places. The area within the hedge was not properly inspected to determine the presence of Zonolite. Even though Zonolite was found in the rock wall. This needs to be re-checked!! I feel the owner should be reimbursed for time spent in redoing the sod." *notified Schroeder for follow up*

"Left large bald spot where porta potty was stored and also left ruts in the yard. It is going to take some time to restore my property back to the original conditions if it ever gets back to it. They hydroseeded spots and then when they come each day to water with such force it washes the seeds away. I have many bare spots." Anne Pescatore - *notified Schroeder for follow up*

"Attic access from hall was framed with cardboard instead of wood" Ben Adler *notified Schroeder for follow up*

"Our home was not as clean as the CIC had stated it would be. We had to assert ourselves to have our home cleaned. We now have doubts and concerns about the quality of the work that we can not see. We also realized that our walls were not cleaned at all. There is a feeling in our community that corners are being cut to save money. We hope this is not true." John and Tracy Graham

"I will use another sheet of paper as I have such to let you know about, please read all of it." Joe C. Duffied (*letter attached to survey form – sent to S. Supernaugh via FedEx for follow up.*)

"I was not satisfied that my insulation in the attic did not contain "asbestos." They looked at it and said "no." However, it looked like samples at the EPA office in Libby. The recent tests on my property did not match with the "original" tests made about 1999 by different people. After "dirt" was replaced, final completion report only addressed the yard – nothing was said about the house! The original report said "Tribolite" (sic) traces were found in my carpet – from where?? I don't think there is a problem – but with the conflicting reports – I just wanted this statement on record – if the question comes up in the future." – Jim Pierce (*forwarded to Supernaugh for follow up*)

"According to the men who laid the sod, the ground wasn't really readied right for the sod to be laid. In most cases the new sod that was laid is higher than the ground, especially at the edges where the new sod was

laid. Also under the propane tank no sod was laid. Could also use some top soil to help around the edges.” Lawrence Visger (*forwarded to Supernaugh for follow up*)

“Planting grass not done yet! Did not receive garden seed yet! When will this be complete?” – Jack Creutzberg (renter) – *notified Supernaugh for follow up*

“I only had exterior excavation done, which was satisfactory. When I asked for an approximate time frame for complete restoration the contractor gave me the answer ‘my guess would be – more than a few days.’ It was 8 weeks waiting for the top soil. This concerned me only because the orange fences made my residence quite uninviting to piano students, vocal rehearsals, and guests to my home. Other than that problem, everything else was quite satisfactory.” Phyll Minde

“My dissatisfaction comes from the fact my mature lilac hedge was removed because the engineer read the instructions wrong. The replacement plants, on the whole, were wrong items, inferior items. The most dissatisfaction is due to the clay-river silt-muck that passed for EPA approved topsoil. We’ve already paid more than \$300 for soil amendments (sand, gravel, compost) and we haven’t gotten to the garden area and other flower bed areas yet.” – Bill and Cinda Pepper

“The ‘soil’ replaced is an abomination. It is all clay with great amounts of thistle seed. Nothing else would grow in it but thistle. I spent over \$4,000 with a landscaper afterwards – trying to incorporate decent nutrients in the clay and replant shrubs, bulbs, and other plants that died in the clay. I find it very hard at 72+ years digging thistle constantly.” – Benita Phovick

“In the beginning of the process, too many people coming out at different times to ask the same questions.” – Kurt and Glenn Kelley

“The worst part of the deal was that it took 6 weeks for our dirt to arrive. I was not satisfied with the way they put my rock garden back together. My husband and I need to redo it. One suggestion – the contractors should take a course in landscaping.” – Stacy Boardner

“First off, the project lasted 6 weeks past due date. This has kept us from further development of the property. Our storage shed was moved three times and still is not in the right location. The project manager never relayed info to the crew, and she never showed up to scheduled meetings. I never received prior phone calls stating that she could not attend. She just never showed up. Very impolite and rude. My time is of value too. Feel free to cal for further discussion if needed. I am sure that I will not hear from anyone and that is too bad, as I feel what you are doing is great and I fully support your efforts, there is just some problems that could be solved.” – Tony Rebo

**Listing of Questions on Evaluation Form:**

1. The on-site Community Involvement Coordinator (CIC) was friendly and helpful.
2. The relocation handouts I was given were useful.
3. My questions were answered by the CIC in a timely manner.
4. I had no problems getting in touch with the CIC.
5. The CIC contacted me as often as I would have liked.
6. The CIC worked to solve any problems I had (forgotten items, schedule, etc.).
7. My family and I were treated with courtesy and respect during the relocation.
8. I was well informed of my choices for relocation (hotel, RV, friend's home, etc.).
9. I was well informed about the expected length of my relocation and was kept informed.
10. The hotel where I was relocated met my standards for cleanliness, comfort, and safety.
11. The reimbursement paperwork was completed with minimal effort on my part.
12. I received my reimbursement within a reasonable time frame (21 days).
13. The per diem rate was sufficient for my family.
14. The reimbursement policies were fair and appropriate.
15. I was well informed about the scope of the remediation/restoration.
16. The specifics of the restoration were documented in writing and provided to me.
17. My concerns about the work were addressed to my satisfaction.
18. I felt comfortable with the capabilities of the contractors.
19. My neighbors were informed of what was happening on my property.
20. I was kept informed of any changes to the schedule for remediation/restoration.
21. I am impressed by the health and safety precautions taken on my property.
22. I realize that not all of my possessions could be decontaminated, and I am satisfied with how those decisions were made.
23. I believe the work done on my property was of high quality.
24. My property was restored to a condition equal to or better than its previous condition.
25. I am satisfied with the work done on my property.
26. I am glad my property was remediated/restored.

*Possible responses to these questions were: "strongly agree", "agree", "disagree", "strongly disagree". The numerical summary of answers to these questions is provided in an accompanying spreadsheet.*